

## CHAPTER 8. INFORMATION AND REFERRAL

### I. INTRODUCTION

#### A. SCOPE

This chapter outlines policy and responsibilities, describes functions and establishes procedures for implementing a uniform Information and Referral (I&R) program. It is a complete rewrite and should be reviewed in its entirety.

#### B. POLICY

1. Communities near military installations are relied on as the primary source of housing for Department of Defense (DOD) personnel.

2. An I&R program will be established and operated to provide housing assistance to all DOD personnel and their families.

3. All DOD personnel and their families will be assisted in locating suitable nondiscriminatory housing in the local community.

4. All housing activities will be free from discrimination and provide equal opportunity for community housing and equal treatment for all personnel without regard to race, color, religion, gender, national origin, age, handicap, or familial status.

5. All military personnel will report to the local housing welcome center prior to negotiating an agreement for community housing.

#### C. REFERENCES

1. DODINST 1338.19 series, "Relocation Assistance Programs"
2. OPNAVINST 11101.21 series "Navy Housing Referral Service"
3. DOD 4165.63-M: "DOD HOUSING MANAGEMENT"
4. MIL-HNDBK-1190, "Facility Planning and Design Guide"
5. SECNAVINST 5350.14 series "Equal Opportunity in Off-Base Housing (EOOBH) "

#### D. SUMMARY

This chapter is organized into three topical areas:

1. Responsibilities. Defines responsibilities of the Commander, Naval Facilities Engineering Command (COMNAVFACENGCOM), major claimants, Engineering Field Divisions (EFDs), and the field activities.

2. Information and Referral Program. Discusses programs used to assist DOD personnel in locating suitable housing in the local community.

3. Reports, Records and Forms. Outlines the reports and records pertaining to the I&R program.

## II. RESPONSIBILITIES

### A. COMMANDER, NAVAL FACILITIES ENGINEERING COMMAND

COMNAVFACENGCOM is responsible for issuing policy, guidance, and procedures for establishing, managing, and funding the I&R program. In fulfilling these responsibilities, COMNAVFACENGCOM will:

1. Obtain resources for the I&R program through planning, programming, and budgeting.

2. Consolidate, analyze, and forward responses to I&R reporting requirements submitted by field activities via EFDs.

3. Monitor the use and effectiveness of the I&R program, and advise the Chief of Naval Operations (CNO) of the findings.

4. Work with housing authorities and other DOD services to define geographical areas, services, and responsibilities for the I&R program.

5. Coordinate PCSHOUSE updates and distribute as necessary.

### B. MAJOR CLAIMANTS

Major claimants provide program oversight for activities within their purview.

### C. ENGINEERING FIELD DIVISIONS (EFDs)

EFDs are responsible for providing amplifying guidance, instructions, and resources, as well as monitoring the use and effectiveness of the I&R program provided by the field activities within their purview. In fulfilling these responsibilities, EFDs will:

1. Assist field activities in establishing, staffing, operating, and enhancing the I&R program to include initiatives such as Deposit Waivers, Volunteer Realtor and Military Set-Aside programs as appropriate.

2. Establish and maintain liaison with major claimants and, if applicable, inter-service (between/among military branches) area representatives to coordinate the provision of I&R where two or more installations rely on the same community for support.

3. Consolidate and analyze field activity responses to I&R program reports, and forward to COMNAVFACENGCOM, as required.

4. Review and evaluate PCSHOUSE data provided by field activities.

D. FIELD ACTIVITIES

Field activities are responsible for establishing, operating, and budgeting for the local I&R program. In fulfilling this responsibility, field activities will:

1. Adequately staff and train personnel to ensure the provision of I&R services outlined in this chapter and other identified guidelines.
2. Assist DOD personnel and their families in locating suitable nondiscriminatory housing in the local community.
3. Obtain and maintain the maximum number of nondiscriminatory rental and sales listings of community housing which reflect a wide price range in the commuting area.
4. Establish and maintain liaison with local commands to ensure that the housing welcome center is a mandatory check-in point for all incoming military personnel.
5. Maintain listings of housing and agents against which restrictive sanctions have been imposed and ensure all personnel requesting I&R assistance are provided that information.
6. Counsel all applicants about the EOOBH program, restrictive sanctions, standards of conduct, and the rights and responsibilities of landlords and tenants.
7. Advise DOD personnel of any mediation assistance available to help resolve resident/landlord disputes.
8. Update PCSHOUSE data on a regular basis, but no less than quarterly.
9. Prepare and submit I&R and discrimination investigative reports as required.
10. Establish and maintain liaison with local private entrepreneurs, real estate organizations, and other government agencies to communicate current and projected military housing needs.
11. Establish and maintain liaison with local Department of Housing and Urban Development (HUD) representatives regarding HUD programs available to DOD personnel.
12. Exchange housing listings with other Navy housing organizations and with other military services that operate an I&R service.
13. Advise DOD personnel of availability of government furnishings support where available.

14. Maintain membership and actively participate on the command relocation assistance coordinating committee as outlined in DODINST 1338.19 series.

### III. INFORMATION AND REFERRAL SERVICE PROGRAM

It is DOD policy to rely primarily on the local community to meet the housing needs of its personnel. Housing offices therefore must be able to refer personnel to appropriate accommodations in the local community. Policies and procedures for establishing and operating an I&R program are contained in OPNAVINST 11101.21 series.

#### A. ESTABLISHMENT

1. Installations with more than 500 military personnel assigned will establish, operate and budget for a full-time I&R program, unless the services are provided by another installation.

2. Installations with less than 500 military personnel assigned will either be serviced by an I&R of another installation within the same geographic area or will establish, operate, and budget for a full- or part-time I&R program, as required by local circumstances. I&R services provided by other installations should be used to full advantage.

3. Maximum inter- (between/among military branches) and intra-service (within Navy) I&R coordination is essential to avoid duplication and overlap where two or more DOD installations are located in the same general area and draw upon the same community support. Fleet and mobile units will be serviced by an appropriate I&R in the homeport or homebase area. Inter- and intra-service coordination responsibilities are outlined in OPNAVINST 11101.21 series.

#### B. ORGANIZATION

The I&R program will be provided as an integral service of a field activity family housing organization. Guidance on organizing and staffing family housing I&R services is contained in chapters 1 and 2.

#### C. COUNSELING AREAS

1. Housing offices offering I&R service should provide private counseling areas equipped with a telephone for customer use, whenever possible.

2. I&R should be accessible to and usable by persons with disabilities. If it is not feasible to locate the service in an accessible building or costs of building modification are prohibitive, arrangements must be made, upon request, to provide all referral services at an accessible location. Readers for blind persons and sign language interpreters for deaf persons should be made available upon request, if possible.

#### D. INFORMATION AND REFERRAL SERVICES

The objective of the I&R program is to provide housing customers with a personalized and conveniently available service to assist them in locating suitable nondiscriminatory community housing. Customers may include accompanied and unaccompanied military members and their families, bachelors, DOD civilians, retirees and reservists. They should be quickly, suitably, and conveniently housed in reasonable proximity to their duty station, homeport, or homebase. Field activity family housing organizations operating a staffed I&R service will, as a minimum, perform the following functions:

##### 1. Applications and Counseling

a. All personnel requesting I&R and/or government housing will complete a DD Form 1746, "Application for Assignment to Housing." A response to the application, such as a DD Form 1747, Status of Housing Availability, should be provided. Figure 8-1 is a copy of DD Form 1746. Figure 8-2 is a copy of DD Form 1747. These forms are discussed in chapter 9.

Customers who are not immediately assigned to military family housing or who have indicated a desire to live in community housing will be referred to I&R. If they do not want I&R assistance, the reasons for refusal should be noted in the remarks section of the DD Form 1746.

b. Counsel and provide housing information to all DOD personnel and families requesting assistance. To ensure major subject areas are covered during the counseling session, the housing organization should develop and use a "counseling checklist." Figure 8-3 provides a sample checklist. The counseling session should include:

(1) A complete listing of rental or sale offerings in the size, price range, and location requested.

(2) Location and distance of listings from duty station, schools, shopping area, churches, and public transportation. A large, detailed map of the area prominently displayed with numerically designated subdivisions keyed for ready reference to listings is recommended. In addition, copies of area maps should be procured by the housing office for distribution to customers.

(3) Dwelling unit condition inspection record to be prepared by tenant, in conjunction with the landlord, to record discrepancies and conditions of the unit when occupied and vacated, with copies to both.

(4) Lease information (e.g., types of deposits, ranges of amounts required, private sector partnerships, and local laws and regulations) to include:

(a) Deposit Waiver Programs - participating utility companies/landlords enter into agreements with military personnel to waive or reduce deposits on utility service or rent. The programs can be informal agreements between the housing organization and participating landlords/utility companies. Other Deposit Waiver Programs are established by a Memorandum of Understanding (MOU) signed by the Commanding Officer and the landlord/utility company.

(b) Set-Aside Housing Agreements - agreement between an Installation Commanding Officer and a landlord in which the landlord offers apartments to qualified military personnel at an established rental rate. Under this program, the landlord agrees to make a specific number of rental/lease units available, or "set-aside" a number for military members and to waive security deposits, credit check fees and minimum income requirements. The military member agrees to establish an allotment for payment of rental costs and to the government release of personal information to the landlord such as forwarding address and new duty station assignment. Each agreement is specific to the area depending on what is negotiated between the command and the landlord.

(5) The recommendation that customers obtain insurance to protect their personal possessions.

(6) Information regarding the purchase of a home.

(7) Advice to include a "military clause" in a private lease. The clause allows termination of lease upon receipt of permanent change of station (PCS) orders, release from active duty or mandatory assignment to government quarters. Figure 8-4 is a sample military clause.

(8) Available HUD and state subsidized housing in the area.

(9) Information on the EOOBH program, emphasizing the obligation of applicants to immediately report any indication of discrimination in their search for housing.

(10) Local laws and regulations pertaining to the rights and responsibilities of landlords and tenants, including standards of conduct, and the availability of assistance from the housing office in resolving disputes. Advise applicants of their responsibility to pay just debts to landlords, utility companies, etc. and the impact of their conduct on community housing support for future Navy personnel. Provide each applicant with literature (e.g., "Renting in the Civilian Community" or other state and regulatory handouts) to assist them in renting community housing.

(11) Confirmation of vacancy status of selected housing units prior to departure of the applicant from the housing office. Applicants are encouraged to call from designated office phones whenever possible.

c. Foreign Locations. Field activities in foreign locations operating an I&R should adapt service to accommodate local conditions, such as language, culture, customs, and currency. In addition to providing the service prescribed above, the field activity should:

(1) Provide bilingual nationals to escort customers and act as interpreters in dealing with landlords and utility companies.

(2) Provide a standard lease written with the assistance of the field activity legal office in the local language as well as English.

(3) Conduct a complete and detailed housing orientation session for reporting personnel. A checklist of relevant items should be used to ensure that all pertinent information is covered. See figure 8-3. In addition to the subjects addressed above, the orientation should include discussions of the following:

(a) Estimated costs for utilities and billing methods.

(b) The expectation of personnel to abide by the laws and regulations of the host country as well as the standards of conduct which apply. Emphasize that the failure of a military member to do so may adversely impact relationships with the local community and could jeopardize the housing opportunities of other service members.

(c) Housing allowances available to personnel overseas and advances on those allowances.

(d) Special consideration associated with overseas schools, including school bus routes.

(e) The availability of government furnishings for use in community housing.

(4) Provide transportation, when possible and necessary, to inspect community housing when public transportation is not convenient.

(5) Assist with rental negotiations and review of leases.

(6) Assist with understanding procedures for and resolving problems with utility connections, fees, deposits, and billings.

(7) Support the Navy sponsor program by providing housing information.

## 2. Relocation Assistance Programs (RAP)

Established by law in 1990, the purpose of the RAP is to ensure relocating DOD personnel and family members (as appropriate) are supported before and after a move. The sponsor agency for Navy RAP is the Family Service Center (FSC) whose role is to coordinate the various base services into a comprehensive RAP. Other base organizations, such as Housing Information and Referral (I&R), Personal Property Office (PPO), and Personnel Support Activity Detachment (PSD), are responsible for providing specific services related to relocation. DODINST 1338.19 series outlines the housing services which shall be provided to DOD personnel and their families moving to a new location on PCS orders.

a. PCSHOUSE is the Navy's core relocation assistance program. It provides information about the housing conditions on-and off-base at Navy and Marine Corps activities worldwide. It includes government housing availability, inventories, community housing costs, telephone contact numbers, housing allowances, and information about unique conditions at each location. PCSHOUSE information about the next duty station should be provided to departing personnel, and included in "welcome aboard" packages. Timely updates are required to ensure information provided in PCSHOUSE is current and accurate.

b. Additional information about the activity should be available in as many forms as possible. Websites, videotapes, welcome aboard packages, newsletters, pamphlets, local maps, etc., should be available.

c. Housing offices should also maintain a list of resources available at other bases and provide relocating service personnel information associated with their transfer. Personnel should be provided access to additional information such as relevant web addresses including the DOD relocation data base - Standard Installation Topic Exchange Service (SITES), phone numbers and mailing addresses to request welcome aboard packages, video tapes and other information not available in PCSHOUSE.

d. Housing personnel should participate in homeport briefings, welcome aboard indoctrinations and other informational briefs and provide a comprehensive and appropriate view of the local housing assets and resources.

### 3. Listings

a. Obtain and maintain the maximum number of nondiscriminatory rental and sales listings reflecting a wide range of prices, size, and location within the commuting area which include properties developed through Public-Private Ventures (PPV). Sources of listings include newspapers, realtors, developers, owners or managers of apartments, property management firms, radio or TV public service announcements, bulletin boards, and community publications. The housing office should use all available means to advertise to the community the free listing and referral services provided and should ensure that all on-base advertising of listings complies with the EOBBH program.

b. Inspect property submitted for listing in CONUS when there is a question of suitability. At OCONUS locations, I&R personnel will inspect all units listed for the first time.

c. Accept for referral all listings that meet established adequacy criteria. Housing that does not meet adequacy criteria may be listed by the I&R; however, customers must be provided information on reasons for classifying the unit as other than adequate. The following minimum acceptability guides are contained in DOD 4165.63-M, DOD HOUSING MANAGEMENT:

(1) The dwelling is within a 1-hour commute by a privately-owned vehicle during normal commuting hours, or within other limits to satisfy mission requirements.



(2) The dwelling is not in an area, subdivision, or housing complex designated by the installation commander as "not acceptable for health or safety reasons."

(3) Rent does not exceed the maximum acceptable monthly housing cost (MAHC). MAHC is the total of Basic Allowance for Housing (BAH) or BAH Overseas, plus the maximum out-of-pocket cost. The total monthly cost includes rent, utilities, (except telephone and cable TV), and other items of operating expense compensable by the BAH and BAH Overseas. MAHC rates are established and published annually by the Navy.

(4) The minimum net square footages for dwelling units are 1 bedroom, 550; 2 bedrooms, 750; 3 bedrooms, 960; 4 or more bedrooms, 1,190.

(5) The dwelling unit has the minimum number of bedrooms to ensure no more than two persons share a bedroom.

(6) The dwelling is well maintained and structurally sound. It does not pose a health, safety, or fire hazard.

(7) The dwelling is a complete unit with private entrance, bathroom, and kitchen for sole use of its occupants. The kitchen, a bathroom, the living room, and the bedrooms can be entered without passing through bedrooms. The kitchen has stove and refrigerator connections, and space for food preparation. At least one bathroom has a shower or bathtub, lavatory, and a flushable toilet.

(8) The dwelling has a permanently installed, adequately vented, heating system, air conditioning or a similar cooling system if it is in a climate where those are includable in government construction per MIL-HNDBK-1190.

(9) The dwelling has adequate electrical service.

(10) The dwelling has washer and dryer connections, or accessible laundry facilities on the premises.

(11) The dwelling has hot and cold running potable water. In some foreign areas, construction standards for community housing do not provide for potable running water. In such places, hot and cold running water shall be provided and a continuous supply of potable water shall be made available.

(12) The dwelling has sufficient sanitary and sewage disposable facilities.

d. Exchange housing listings and data with other proximate I&R offices including Navy and other DOD services.

#### 4. Tenant/Landlord Considerations

a. Provide a mediation service between real estate interests and DOD personnel for disputes associated with housing. Report any unresolved incidents to the installation commander and request assistance in obtaining a satisfactory solution.

b. Maintain listings of housing or agents against which restrictive sanctions have been imposed. Advise military personnel that they may not rent, lease, purchase or reside in any of the listed facilities, and obtain a signed acknowledgment of receipt of the restrictive sanctions list. Personnel retain the freedom of choice in the selection of private accommodations (within local customs and laws of host nations overseas), except in those situations where restrictive sanctions have been imposed.

c. Annotate on the listing when numerous complaints concerning a landlord or unit have been received and validated.

d. Conduct preliminary inquiries to validate housing discrimination complaints. Report all circumstances to the appropriate command official for additional investigation, if appropriate, per SECNAVINST 5350.14 series.

#### 5. Community Liaison

a. Volunteer Realtor Programs may be established with an MOU between the housing authority and local realtor associations under certain conditions. The government must provide equal access to all interested parties willing to offer similar services. Volunteers must not be provided any information covered under the Privacy Act and their services must be clearly separated from those of the government or a contractor by the use of a clear sign visible to potential customers. The volunteer may display or wear a name tag, but may not identify a company name. The legal department at field activities should be consulted for assistance in establishing a Volunteer Realtor Program.

b. Provide space for mortgage/realtor firms to display materials; however, field activities must use discretion and establish controls so that displays are equal for all vendors and do not disrupt other housing functions. No partiality is to be shown to any vendor.

c. Establish and maintain continuous liaison with the community and local real estate interests to advise of military housing needs, obtain listings of available units, and encourage support for the housing needs of military personnel. Regularly assess the community housing market, and evaluate the ability of the private sector to meet current and future Navy housing requirements.

d. Establish and maintain liaison with local government and HUD representatives regarding the availability and use of housing programs for DOD personnel. To better assist low and moderate income personnel who may be eligible for HUD subsidized housing, housing personnel should be informed of current income eligibility limits and maintain detailed listings on all HUD and locally subsidized projects in the area.

## 6. Advertising and Marketing

a. The housing office should publicize its free listing service to military members and real estate property managers. Military members can be reached using base publications, bulletin boards and military training sessions. Real estate and property managers can be reached using local real estate publications and direct phone calls, or participating in local real estate meetings and telling those present about the housing office requirements for listing information.

b. The housing office should assist in ensuring that only nondiscriminatory advertisements of rental or sales housing units appear in base publications and on bulletin boards. Publications inconsistent with the Navy policy affirming equal opportunity housing for all DOD personnel will not be used or distributed by housing offices.

## 7. Data Collection and Reporting

Maintain data for submission of any reporting requirements. This includes the number of personnel served, progress on obtaining listings, referrals, placements made, discrimination complaints, and related matters. Refer to Section IV for details regarding reporting requirements.

### E. EQUAL OPPORTUNITY IN OFF-BASE HOUSING (EOOBH) PROGRAM

The EOOBH program is intended to eliminate discrimination against DOD personnel in obtaining suitable accommodations in local communities. Guidelines, implementing procedures, and responsibilities for carrying out the Navy's policy on EOOBH and fair housing enforcement are contained in SECNAVINST 5350.14 series.

1. Discrimination is an act, policy, or procedure that arbitrarily denies equal treatment in housing because of race, color, national origin, religion, sex, age, handicap, or familial status to an individual or a group of individuals. Equal opportunity for available housing is achieved only when a person who meets the ordinary standards of character and financial responsibility is able to obtain community housing in the same manner as any other person.

2. In the United States, federal laws prohibit discrimination in housing and in programs and activities assisted or conducted by the federal government. A suspected discriminatory act, with or without the filing of a formal complaint, is a valid basis for investigation. If discrimination is substantiated, the procedures for response detailed in SECNAVINST 5350.14 series will be implemented.

3. Complaints of housing discrimination must receive prompt attention. An inquiry into the complaint will begin as soon as possible but no later than three working days after receipt of the complaint. The inquiry may be informal but must be detailed sufficiently to indicate if discrimination occurred. Upon receipt of a discrimination complaint, the I&R staff will take the following action:

a. Immediately notify the installation commander and housing authority via the chain of command.

b. Promptly interview the complainant to determine the circumstances of the alleged discriminatory act.

c. Immediately telephone or visit the facility or agent concerned, if the complaint is received shortly after the time of the alleged act and it concerns the change in availability of a vacancy (such as "just rented"). Attempt to determine if a vacancy exists without making reference to the complaint received. Use "verifiers" as necessary in accordance with SECNAVINST 5350.14 series.

d. Document all actions for future reference and inform the installation commander of the results of the inquiry and actions taken. Requests for information regarding reports that have been referred to HUD, the Department of Justice (DOJ), or local or state agencies for action will be referred to the appropriate agency for response. Requests for information from reports not referred to those agencies for action shall be processed per the appropriate Navy instructions concerning the Privacy Act and Freedom of Information Act.

e. A copy of each complaint and the investigative report that substantiates an act of housing discrimination shall be submitted by the installation commander to CNO not later than 20 days from the date the case is completed. Under normal circumstances, the installation commander shall complete the required investigation and the processing of complaints within 45 days from the date that a housing complaint is filed. CNO summarizes and makes appropriate comments to include the affirmative action taken in the case and submits the report to the Office of the Secretary of Defense (OSD). A copy of the complaint and the investigative reports that do not substantiate allegations of housing discrimination shall be kept on file at the field activity housing office for a period of 3 years. Normally, requests for these reports will be made only when other government or civilian agencies have expressed an interest in a particular case. All requests will be made through CNO.

f. Restrictive sanctions may be imposed only by the installation commander, and imposed only when an agent of a housing facility has been found to discriminate against DOD personnel or their families because of race, color, national origin, religion, age, gender, handicap, or familial status. Restrictive sanctions may not be imposed due to unsafe, unsanitary, or other such conditions.

(1) Restrictive sanctions will be imposed for a minimum of 180 days and will continue until the agent for the facility has signed an assurance of nondiscrimination. Removal of a restrictive sanction prior to the 180-day period may be obtained by a waiver from the Secretary of the Navy.

(2) All personnel reporting to the housing office for I&R assistance will be provided a copy of the restrictive sanction list and will acknowledge, by signature, receipt of such list.

(3) Listings placed on restrictive sanction will be removed from the I&R files until the sanction is lifted. All DOD installations within the commuting area of the restricted facility will be informed of the sanction. SECNAVINST 5350.14 series provides additional guidance on restrictive sanctions.

4. Many states or local jurisdictions have enacted housing discrimination laws that include factors other than those listed. When a complaint is received that violates a state or local laws, but not DOD or Navy policy, the field activity will explain to the complainant that the field activity does not have the authority to investigate complaints that violate state or local law. The complainant will be provided with contact information for the appropriate state and local offices that will investigate and process the complaint.

5. In foreign countries, the intent of the EOOBH program and the prohibitions against discrimination of the handicapped shall be carried out to the extent possible within the laws and customs of the country. Upon the receipt of information on suspected discriminatory acts, the commanding officer will consult with the Staff Judge Advocate to determine if the laws of the country prohibit any of the actions in section B and take investigative action, as appropriate.

#### F. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD) PROGRAMS

HUD establishes and administers programs that provide sale and rental housing assistance for the development of the nation's communities. HUD programs are available to qualified military personnel on the same basis as civilians. Housing personnel should maintain liaison with the local HUD office in order to obtain information on HUD programs available to military personnel.

#### G. COSTS

Costs of the I&R program (except military salaries) are chargeable to the Family Housing, Navy (FH,N) BP-11 Management Account. Guidance on the FH,N account is provided in chapter 12.

### IV. FORMS, REPORTS, AND RECORDS

#### A. FORMS

Information collected on forms such as the DD Form 1746, "Application for Assignment to Housing," is subject to the safeguards prescribed by the Privacy Act. The information collected on all forms is to be used solely by the housing organization and is to be protected by appropriate security measures and in compliance with the provisions and requirements of the Privacy Act.

Field activities that want to develop supplemental forms are cautioned to obtain prior approval for such forms as failure to comply with the provisions of the Privacy Act carry civil and criminal penalties. Questions or actions requiring appropriate clearances for the use of forms should be directed to the designated field activity Privacy Act coordinator.

## B. REPORTS

1. Reports on the status and effectiveness of the I&R program are frequently required by higher authority. These reports are used to measure the workload and services provided, and as a tool for acquiring and defending resources for the I&R program. Sufficient data must be collected and obtained to ensure the effectiveness of these reports. In addition to the information and data requirements identified in chapter 2, the kind of I&R data collected should reflect:

- a. The number of rental and sales listings.
- b. The number of personnel provided community housing information by bachelor and family status.
- c. The number of personnel provided relocation assistance information such as PCSHOUSE.
- d. The number of customers provided housing allowance information.
- e. The number of discrimination and other complaints received and processed.

2. A report on any Military Set-Aside program should be prepared and submitted semi-annually by the field activity to COMNAVAFACENGCOM via the EFD. The data required to complete that report is the number of Set-Aside Agreements, number of military personnel, by pay grade and family composition occupying units under the agreement.

3. Reports on any Public Private Ventures (PPV) should include data on the number of units available, number occupied by military personnel, by pay grade and family composition and amount of rent being paid.

## C. RECORDS

It is necessary to keep records of I&R services to ensure that reports can be completed accurately. Records may include the following:

1. Customer logbook
2. DD Form 1746, Application for Assignment to Housing
3. DD Form 1747, Status of Housing Availability
4. Counselor Appointment Book
5. Office Calendars
6. Automated programs



<b>APPLICATION FOR ASSIGNMENT TO HOUSING</b>	
<p style="text-align: center;"><b>PRIVACY ACT STATEMENT</b></p> <p><b>AUTHORITY:</b> 5 USC 5911 &amp; 5912.</p> <p><b>PRINCIPAL PURPOSE:</b> To identify customer needs for assistance and housing requirements.</p> <p><b>ROUTINE USE:</b> None.</p> <p><b>DISCLOSURE:</b> Voluntary; however, failure to provide the requested information will result in our inability to assist you.</p>	
<p style="text-align: center;"><b>GENERAL INSTRUCTIONS</b></p> <p>This form provides the Housing Office with information that will be used to provide you with military and/or community housing. <u>All items not listed are self-explanatory.</u> SECTION I (APPLICANT INFORMATION), SECTION II (MILITARY CAREER INFORMATION), SECTION III (DEPENDENT DATA), and SECTION VI (HOUSING DATA) are to be completed by the applicant. Information on military spouses is now being requested for Basic Allowance for Quarters (BAQ) entitlement which must be included on your Military Pay Order that is forwarded to your respective financial center.</p>	
<p><b>1. TYPE SERVICE DESIRED</b></p> <p><b>Military Applicants:</b> If temporary community housing is desired while awaiting military housing, mark both boxes in Item 1, and answer all questions.</p> <p><b>Civilian Applicants:</b> Mark the box "Housing Referral" services in Item 1b, and answer all questions.</p> <hr/> <p style="text-align: center;"><b>SECTION I - APPLICANT INFORMATION</b></p> <p><b>5. DOD COMPONENT</b></p> <p>Army, Navy, Air Force, etc.</p> <p><b>6. ADDRESS</b></p> <p>Enter complete current address (street number and name, apartment number, city, state/country and the 9-digit ZIP code).</p> <p><b>12. INSTALLATION/ORGANIZATION TRANSFERRED FROM</b></p> <p>Enter the name of the installation you transferred from.</p> <p><b>13. INSTALLATION/ORGANIZATION TRANSFERRED TO</b></p> <p>Enter the name of the installation to which you are applying for housing. Include the name of the Organization/Department you will be assigned to.</p> <hr/> <p style="text-align: center;"><b>SECTION II - MILITARY CAREER INFORMATION</b></p> <p><b>14. DATES (Military Applications/Military Spouse Only)</b></p> <p>Enter dates in order of YYMMDD. (May 17, 1993, would be entered as 930517).</p> <p>a. Enter the date your current rate/rank was effective.</p> <p>b. Enter your active duty service computation date.</p> <p>c. Enter the time (in months) that you have remaining on active duty.</p> <p>d. Enter the effective date you were dropped from accountability at your previous duty station and gained on the rolls at your new duty station for record purposes. For overseas assignment, enter your date of departure from CONUS.</p> <p>e. Enter your official report date (from your PCS orders).</p> <p>f. Enter your estimated arrival date.</p>	<p style="text-align: center;"><b>SECTION III - DEPENDENT DATA</b></p> <p><b>15. DEPENDENTS RESIDING WITH ME</b></p> <p>a. through d. List requested data for all authorized dependents who will be residing with you.</p> <p>e. Provide the Housing Office with information regarding any handicapped dependent or special family health problems that might influence your preference for a particular type of housing; i.e., single level vs. two story, ramps for wheelchairs, expected additions to family, etc.</p> <hr/> <p style="text-align: center;"><b>SECTION IV - HOUSING DATA</b></p> <p><b>16. - 21. Self-explanatory.</b></p> <p><b>22. SIGNATURE</b></p> <p>The applicant must sign the DD Form 1746.</p> <p><b>23. DATE SUBMITTED</b></p> <p>Enter the date the application was submitted to the Housing Office.</p> <p style="text-align: center;"><b>SECTION V - DISPOSITION (To be completed by the Housing Office)</b></p> <p><b>24. MILITARY HOUSING</b></p> <p>a. <b>Application Received.</b> Enter the year, month, day and time the application was received in the Housing Office.</p> <p>b. <b>Application Effective.</b> Enter the date of change of duty station (Line 14d) or other date that will be the effective (control) date.</p> <p>c. <b>DD Form 1747 Provided.</b> Enter the date that the DD Form 1747 was sent to the military applicant.</p> <p>d. <b>Housing Availability.</b> Enter the item letter for the applicable box(es) marked under Item 4 of the DD Form 1747 returned to the applicant.</p> <p>e. <b>Applicant Placed on Waiting List.</b> Enter the identification of the assignment waiting list(s) to which the applicant is placed.</p> <p>f. <b>Effective Placement.</b> The effective date and time of the applicant's placement on the list(s).</p> <p>g. <b>Bedrooms Requirement.</b> Enter the number of bedrooms required, based on dependent data in Item 15.</p> <p>h. <b>Date Unit Assigned.</b> Enter the date the unit was assigned.</p>

DD Form 1746, SEP 93

U. S. GOVERNMENT PRINTING OFFICE: 1984-504-078/00426.

SN 0102-LF-017-6100

Figure 8-1  
Application for Assignment to Housing



STATUS OF HOUSING AVAILABILITY			
1. FROM: Family Housing Office		2. TO: Applicant's Name (Last, First, MI)	
a. Installation Name		3. YOUR APPLICATION FOR MILITARY FAMILY HOUSING WILL BE EFFECTIVE (Day, Mo, Yr, Hour)	
b. Phone (DSN) (Commercial)			
4. YOU ARE ADVISED THAT: a. You can expect military family housing to be available			
(1) Immediately upon your arrival		(3) Within 12 months of your arrival	
(2) Within approximately 30 days of your arrival		(4) After 12 months or more, or not at all	
4b. Considering the availability of family housing you should make alternative housing arrangements that will be		(1) Temp	
		(2) Semi-Perm	
		(3) Permanent	
c. Comments			
5. HOUSING AVAILABILITY IN THE COMMUNITY IS: <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Limited			
6. YOU MUST CONTACT THE FAMILY HOUSING OFFICE (housing referral) UPON ARRIVAL BEFORE YOU MAKE HOUSING ARRANGEMENTS, AND TO BE INFORMED OF ANY CHANGES TO THE ABOVE.			
7. SIGNATURE (Family Housing Office Representative)		8. DATE (Day, Month, Year)	

DD Form 1747, SEP 93 (EG)

Previous editions are obsolete.

Designed using Perform Pro, WHS/DIOR, Oct 94

Figure 8-2  
DD1747 Status of Housing Availability

## HOUSING REFERRAL COUNSELING CHECKLIST

### **I. Application for Assignment to Housing (DD Form 1746) received**

#### **A. When housing referral assistance not desired:**

- ☐ 1. Reason explained in remarks section
- ☐ 2. Restrictive sanction list provided
- ☐ 3. Signed acknowledgment of sanction list received
- ☐ 4. DD Form 1746 filed

#### **B. When housing referral assistance desired:**

- ☐ 1. Leases and Rental Properties:
  - ☐ a. Lease terms and conditions
  - ☐ b. "Military clause"
  - ☐ c. Impact of lease on assignment to public quarters
  - ☐ d. Explanation of renovation programs and impact on customer
  - ☐ e. Deposits required (types, amounts, laws)
  - ☐ f. Availability of government furnishings
  - ☐ g. Local laws/regulations applicable to rental properties
  - ☐ h. Landlord/tenant (L/T) rights and responsibilities,
  - ☐ i. Standards of tenant conduct
  - ☐ j. Responsibility to pay just debts to landlords, utility companies, etc.
  - ☐ k. Use of laws/regulations in mediation of landlord/tenant disputes
  - ☐ l. Availability of legal assistance
  - ☐ m. OCONUS -TLA and OHA entitlements/advances allowed
- ☐ 2. Community support information:
  - ☐ a. Schools and bus routes, churches, shopping, public transportation, etc.
  - ☐ b. In foreign countries:
    - ☐ (1) Special consideration for utilities/phone
    - ☐ (2) DOD Dependents Schools (DODDS)/local schools, bus routes
- ☐ 3. Equal Opportunity in Off-Base Housing program:
  - ☐ a. What is discrimination (act, policy, procedure)
  - ☐ b. Customer to report any indications of discrimination encountered
  - ☐ c. Procedures and resources for handling discrimination complaints.
  - ☐ d. Provide restrictive sanctions list.
  - ☐ e. Customer acknowledge (sign) receipt of restrictive sanction list.
- ☐ 4. HUD, State, and local low cost housing programs
  - ☐ a. Current income eligibility requirements
  - ☐ b. Location and rental rates of listed projects
- ☐ 5. Sale housing
  - ☐ a. Availability/eligibility for HUD programs
  - ☐ b. Information regarding FHA/VA and conventional financing
- ☐ 6. Personal effects insurance, need for
- ☐ 7. List of sales/rentals specific to applicant (size, price, location)
- ☐ 8. Verification of available vacant listings by I&R staff or customer
- ☐ 9. Other Handouts:
  - ☐ a. Area map—marked with selected listings
  - ☐ b. Applicable local laws and regulations
  - ☐ c. Appropriate pamphlets; "Renting in the Civilian Community," the "Unaccompanied Military Tenant," etc. and sample military clause

**Figure 8-3**  
**Housing Referral Checklist**

SAMPLE MILITARY CLAUSE FOR LEASE

It is expressly understood and agreed that in the event the lessee (tenant), who is in the United States Military Service, and presently stationed at \_\_\_\_\_, receives orders from superior military authority directing his/her transfer from his/her present station, or if he/she is ordered by his/her Commanding Officer to occupy government quarters, he/she may, if he/she so elects, at any time thereafter, on giving the lessor (landlord) \_\_\_\_\_ days notice in writing of his/her intention to do so, together with evidence of said orders, and upon so doing, terminate this lease and the terms thereof, and the lease shall expire and come to an end on the date fixed in such notice as if said date were the date originally fixed in such lease for the termination thereof.

Provided further that if the lessee upon the signing of this lease has been required to pay both the first and last month's rent, the rental charge will be computed to the date fixed by said notice to terminate and any overage will be repaid, pro rata, to the lessee without further notice.

In the interests of national security, a statement signed by the lessee's Commanding Officer, certifying the existence and tenor of said transfer orders shall be sufficient evidence of the existence of said orders in lieu of furnishing a copy thereof.

\_\_\_\_\_  
Signature of Lessee      Date

\_\_\_\_\_  
Signature of Lessor      Date

Figure 8-4  
Sample Military Clause

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